

Overseas Student Transfers Policy & Procedure



Purpose

The main objective of the overseas student transfers policy and procedure is to adhere to the 'Standard 7 – Overseas student transfers' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

Scope

Transfer of students between providers' policy and procedure would aide any student who applies for a course within CAC and/or is currently studying on-shore with another registered provider, administration staff and educators in making fair and informed decisions. This policy also addresses the internal course or campus transfer. This policy also applies to individuals, third party providers, CAC authorised agents involved in recruitment of students on behalf of CAC.

Relevant standards, acts and legislations

The transfer of students between provider's policy and procedures adheres to the ESOS Framework (ESOS ACT 2000) The National Code 2018 Standard 7.

Definitions

COE	Confirmation of Enrolment (COE) is an official document issued to the international students, in order apply for their student visa. It confirms that they have been accepted in a course and paid their fees.
Conditional Offer	Conditional offer letter means that student have not yet satisfied academic, English language or any other entry requirements. It includes details of offer conditions and how they can satisfy these requirements (including paying course deposits) will be mentioned in this offer letter.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students
DHA	Department of Home Affairs
ESOS Framework	Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.
Principal Course	The main course of study to be undertaken by an overseas Student where a Student Visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a Student Visa that covers multiple courses.
PRISMS	Provider Registration and International Student Management System
Six months of Principal Course	Six months of principal course means completion of the 1st six calendar months of the principal course. The calculation of this period starts from the date the student commenced the course.
Student Support Officer	Includes a student counsellor/student support services officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students
VEVO	Visa Entitlement Verification Online

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Policy

- CAC will not knowingly enrol a student transferring to CAC, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in the ESOS Standards. Except where any of the following apply:
 - a. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - b. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
 - c. the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- A valid enrolment offer is required from another registered provider confirming that a valid enrolment offer has been made to assess the release application at CAC.
- Students who have studied longer than six months can apply as normal and no letters of offer needs to be sighted.
- CAC ensures this policy and procedures are reflected or summarised in its marketing and advertising of its training programs to prospective students prior to enrolment, as well as to education agents, and to provide accurate and ethical information.

Procedures

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the procedures outlined below will be implemented, it has been separated into 'Incoming students' and 'Outgoing students.'

1. Incoming students

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Administration Manager. The Administration Manager shall assess the applications to transfer education providers and conclude an outcome based on the following procedure:

For this procedure to be completed, upon application, the applicant must provide a copy of their current CoE. Student Administration checks whether the Student has a valid visa by generating a report from VEVO.

Once this information is obtained the following steps are taken:

- i. Student administration need to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months.
- ii. Where a student has **NOT** completed 6 months of their principal course of study, Student Administration Officer will request the student to provide the following:
 - a. an evidence of current CoE
 - b. released in PRISMS
- iii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all overseas students.
- iv. To support the application, they can be provided with a 'Conditional Letter of Offer' which clearly states that an offer of a place is contingent on their obtaining a letter of release. It also states that if they are

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under 18 and not in the custody of their parents, legal guardian, or 'suitable relative', which CAC will require evidence of their guardianship agreement and will have to approve these arrangements.

Please Note: if they are in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

- v. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- vi. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

2. Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- i. Students make a written request (e-mail is satisfactory) to Administration Manager to transfer to another provider. The 'Release Letter' shall be issued if:
 - CAC has cancelled/ceased to offer the students program (letter from CAC supplied)
 - CAC has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
 - Government sponsor considers the change to be in the students best interest, if they are a sponsored student (written confirmation from sponsor required)
 - Exceptional circumstances where there is evidence of compassionate and compelling circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)
- ii. If the overseas student is under 18 years of age: *
 - the CAC must have written confirmation the overseas student's parent or legal guardian supports the transfer
 - where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students).
- iii. The student is asked to provide a valid 'Offer of Enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- iv. In assessing the application to transfer, the Administration Manager will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.
- v. Once the above points have been addressed by the Administration Manager, a 'Letter of Release' (Appendix B) will be issued at no charge to the student. The student will also be advised of the need to contact DHA to seek advice on whether a new student visa is required.
- vi. The Administration Manager must report the student's termination of studies to the appropriate government agency(s) via PRISMS and email notification sent to the student.
- vii. Where the transfer is not in the best interest of the student, the request to transfer to another provider will be refused. Reasons for refusal may include but are not limited to:
 - New course outcome is not suitable to student situation
 - New course location is not suitable
 - Provider is not a CRICOS registered provider

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- The welfare of the student may be compromised
This decision of the appropriateness of the transfer will be made by the Training Manager and must be given to the student in writing (Appendix C) of:
 - a. the reasons for the refusal
 - b. the overseas student's right to access CAC's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- ix. Administrative staff would have 28 days to assess and reply to the overseas students transfer request.
- x. All requests, considerations, decisions and copies of letters of release should be placed on student's file. These records need to be maintained by CAC for 2 years after the overseas student ceases to be an accepted student.
- xi. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

*Please note: CAC does not enrol overseas students under 18 years of age

3. Internal course or campus transfer procedure (within CAC)

Guidelines for the students:

Overseas student can apply for an internal transfer, if they wish to transfer course or to a different CAC campus.

I. Course Transfer

The minimum requirements for course transfer include:

- a. You must be a current student
- b. You must meet the pre-requisite requirements of the new course
- c. You must successfully complete the academic requirements of your primary course

If you meet the above requirements,

- a. You must submit an application to withdraw, cancel the current course
- b. You must make an application for the preferred course
- c. If your application is successful, you will be provided with an offer letter for the new course
- d. You must officially accept the written agreement included in the offer letter.
- e. Your CoE for the current course will be cancelled in PRISMS
- f. New CoE will be issued for the new course.
- g. Course variation fee will apply

II. Campus Transfer

- a. You must fill out an internal transfer form
- b. Consultation will be organised with the Administration, if needed.
- c. Transfer is subjected to the availability of seats.
- d. If the transfer is approved you must attend the orientation
- e. Internal transfer fee will apply.

The application for course transfer will be processed in 10 business days.

The application for campus transfer will be processed in 4 business days.

Fees:

- a. If you transfer the delivery location but remain in the same course, your fees will be charged at the continuing rate, relevant to the year you started your course.
- b. If you transfer into a different course (with or without changing the location) you will be considered as a new enrolment and fees will be changes based on your new course start date.
- c. For fee amounts please refer to our website at <https://cac.edu.au/college-courses/>

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Please note:

You can only apply for transfer between campuses once within the course duration.

Guidelines for the Student Administration:

- a. Changes in course location needs to be reported to the Department via PRISMS.
- b. Course transfer would follow the similar process as that of the new application process.
- c. Student administration must ensure that the student has fulfilled the academic requirements of the course, by reviewing the number of units completed during the study period. The students should have completed at least 50% of the units covered in the study period.
- d. Contact notes are added and email circulated to the allocated trainers and assessors.
- e. Ensure that all the documentations are recorded in the student portfolio.
- f. Student orientation for the new venue must be organised by the Student Administration and recorded in the student portfolio.

Policy Reference

- ESOS Framework (ESOS ACT 2000) The National Code 2018 Standard 7

Relevant Policies

- Enrolment Policy and Procedures

Relevant Forms and Documents

- Application to defer, suspend or cancel enrolment
- Letter confirming outcome of transfer
- Letter of release
- Conditional letter of offer to transfer

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APPENDIX A

'Conditional Letter of Offer' to transfer

To

Name: *(Insert Details)*

Address: *(Insert Details)*

I am writing to acknowledge your application to enrol in course *(insert Course name & Code)*. PRISMS has alerted us that you are currently holding a CoE with another provider, As you **have not** completed the first six (6) months of your principal course of study at your current education provider, we are only able to offer you a 'conditional' offer of enrolment at this stage.

In order to proceed with your application kindly provide us with **any one** of the following documents:

- a. an evidence of CoE cancellation
- b. letter of release in support of this application.

This 'Conditional Letter of Offer' is valid for a period of 14 working days from the date of this letter. You will be required to submit the relevant documents before any further action is taken in respect to this application.

Please do not hesitate to contact Student Administration if you have any questions.

Regards

Student Administration
Central Australian College
8-10 Cross street
Footscray West, 3012
Ph- 03- 9687 4275
Email- info@cac.edu.au

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APPENDIX B

Letter of Release of student within first six (6) months of study

To whom it may concern,

This letter is to confirm that Central Australian College is releasing the following student although they have not completed the first six (6) months of study in their principal course of study:

Student Name: *(Insert Details)*

Student Visa number: *(Insert Details)*

Student Address: *(Insert Details)*

The above mentioned student has been enrolled in the qualification *(insert qualification title and code)* and has requested a transfer to another education provider. The education provider that the release is being granted for has been evidenced with a 'Conditional Letter of Offer' from the following provider:

Provider name: *Central Australian Institute of Technology Pty Ltd*

Provider CRICOS number: *(Insert Details)*

Qualification code: *(Insert Details)*

CAC acknowledges that it has informed the student that from the date of this 'Release Letter' it is no longer is the provider of the principal course of study for the student as identified within the Student Visa.

CAC will be notifying the appropriate government agency(s) of this change by terminating the student's CoE via PRISMS.

Students are required to contact Department of Home Affairs (DHA) to seek advice on whether a new Student Visa is required.

Regards,
Student Administration
8-10 Cross Street
Footscray, West 3012
Ph- 03 9687 4275
Email- admin@cac.edu.au

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APPENDIX C

Letter of Refusal to Transfer

To

Name: *(Insert Details)*

Address: *(Insert Details)*

I am writing to acknowledge your application to transfer to another provider within the first six (6) months of your principal course of study.

As you have not completed the first six (6) months of your principal course of study at CAC. We have decided to **refuse** your application on the grounds that it believes the transfer would not be in your best interests.

This decision that this transfer is not in your best interests are due to:

- ☐ New course outcome is not suitable to your situation
- ☐ New course location is not suitable
- ☐ Provider is not a CRICOS registered provider
- ☐ The welfare of the student may be compromised
- ☐ Other reason that are not in the best interests of the student...

(Outline below how this is transfer is not in the best interest of the student)

If you feel you have reasonable grounds for your transfer and wish to appeal this decision, you **must** contact CAC **in writing** within 20 working days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from Student Administration.

If no response is received within 20 working days CAC will proceed with the reporting process.

Please do not hesitate to contact Student Administration if you have any questions.

Regards,

Student Administration
8-10 Cross Street
Footscray, West 3012
Ph- 03 9687 4275
Email- info@cac.edu.au

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